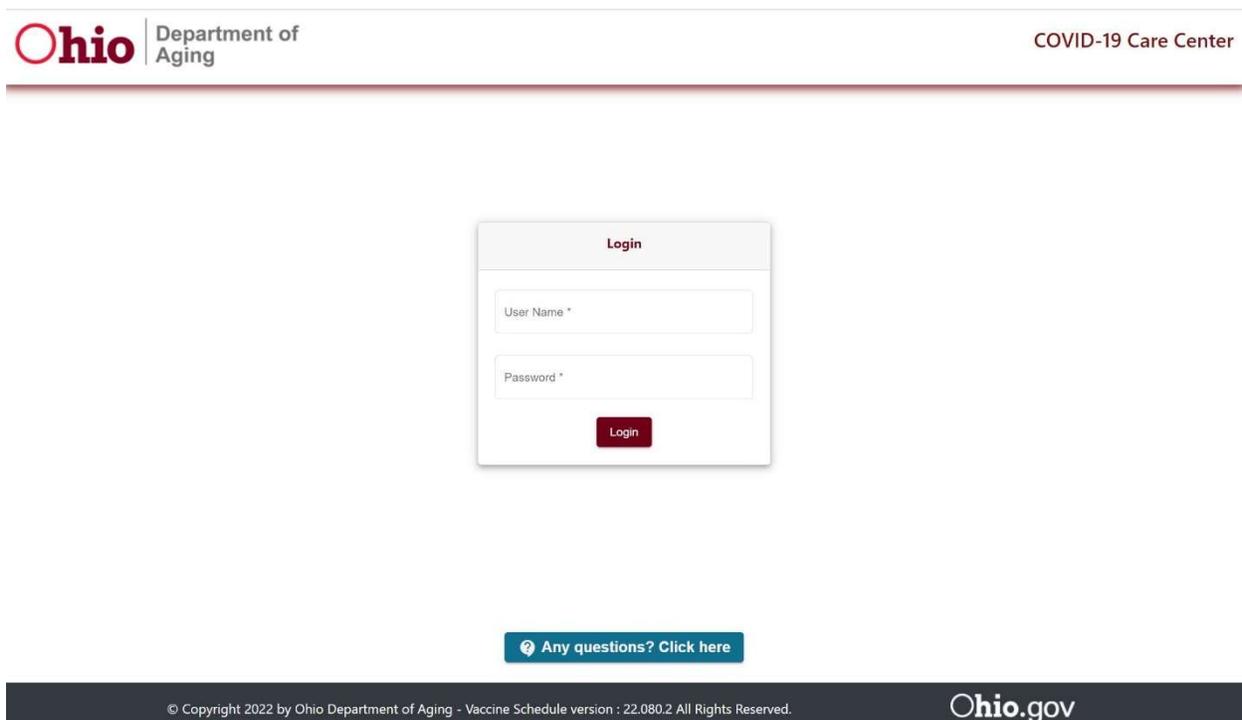


R³AP REGIONAL RAPID RESPONSE ASSISTANCE PROGRAM

ICF/IID – Facility User Guide

You can access the ICF Module by accessing the ODH COVID-19 Care Portal at <https://covidcare.age.ohio.gov/>



The screenshot shows the login page of the COVID-19 Care Center Portal. At the top left is the Ohio Department of Aging logo, and at the top right is the text "COVID-19 Care Center". The main content area features a "Login" form with two input fields: "User Name *" and "Password *". Below the fields is a red "Login" button. At the bottom of the form area is a blue button with a question mark icon and the text "Any questions? Click here". The footer contains the copyright notice "© Copyright 2022 by Ohio Department of Aging - Vaccine Schedule version : 22.080.2 All Rights Reserved." and the "Ohio.gov" logo.

In order to use the R3AP System, you can log in by going to the Ohio Department of Aging’s COVID-19 Care Center Portal at <https://covidcare.age.ohio.gov/>. Each intermediate care facility should have received two emails from the Ohio Department of Aging with your username and password for portal access. These instructions were sent to the person identified as the facility contact in the DODD Provider Portal. Each facility will have its own unique username and password. If your facility did not receive these emails, please contact the Ohio Department of Aging at 1-855-R3AP-ODA (1-855-732-7632). Once you have your credentials, enter your username and password, and click “Log-In”.

Welcome to COVID-19 Care Center Log Off

Main Menu

Start Validation

Complete your facility's COVID-19 Care Center validation by 03/01/2021.

Crisis Staffing Request

No request found

Main Menu

- Facility Profile
- Crisis Staffing Request
- Crisis Staffing Request

[Any questions? Click here](#)

Once you are logged in, you will be taken to the Main Menu screen. On this screen, you should see your facility name and number in the upper right-hand corner. If you operate multiple facilities, please make sure to verify that you are logged in under the correct facility.

Next, you will see a red box on the left side of the Main Menu screen. This box will show you the status of any previous Crisis Response Staffing requests that have been submitted for this facility.

You will also see a green box in the center of the Main Menu screen. This box is a link to your Facility Profile. Please click on this box and verify that the information in your Facility Profile is accurate. This is very important!

Facility Profile

Ohio License Profile Information ⓘ Last updated: Jan, 01 0001 00:00:00

Facility #	MPN #	Facility Name
[REDACTED]	[REDACTED]	[REDACTED]
Facility Address	Facility City	Facility County
[REDACTED]	MASON	WARREN
Facility Zip	Facility Phone	Facility Fax
45040	[REDACTED]	[REDACTED]
Facility Type	Email Address	
ICF	[REDACTED]	

Current Census Information: ▼

Point of Contact Information: ▼

By checking this box, you have verified your Facility Profile. Reset

Main Menu

> Facility Profile

Crisis Staffing Request

Crisis Staffing Request I

Once you open the Facility Profile, you will see all your demographic info. Please verify that it is accurate. If not, you will need to log into your account on the DODD Provider Portal and update your demographic information.

You can also click on the drop-down arrows to the right of the words "Current Census Information" and "Current Contact Information".

Current Census Information: ^

Staff Census:

Staff Total: 0

Staff Vaccinated: 0

Staff Unvaccinated: 0

Staff Vaccinated Percentage: 0 %

Resident Census:

Total Occupied Beds: 0

Residents Vaccinated: 0

Residents Unvaccinated: 0

Residents Vaccinated Percentage: 0 %

Total Lic. Bed Count: 92

Point of Contact Information: v

The "Current Census Information" section is blank and is not required, but the information may be useful in helping the strike team understand your current situation.

Current Census Information: v

Point of Contact Information: ^

First Name	Last Name	Phone	Cell	Fax	Email	Roles
No data						
+ 						

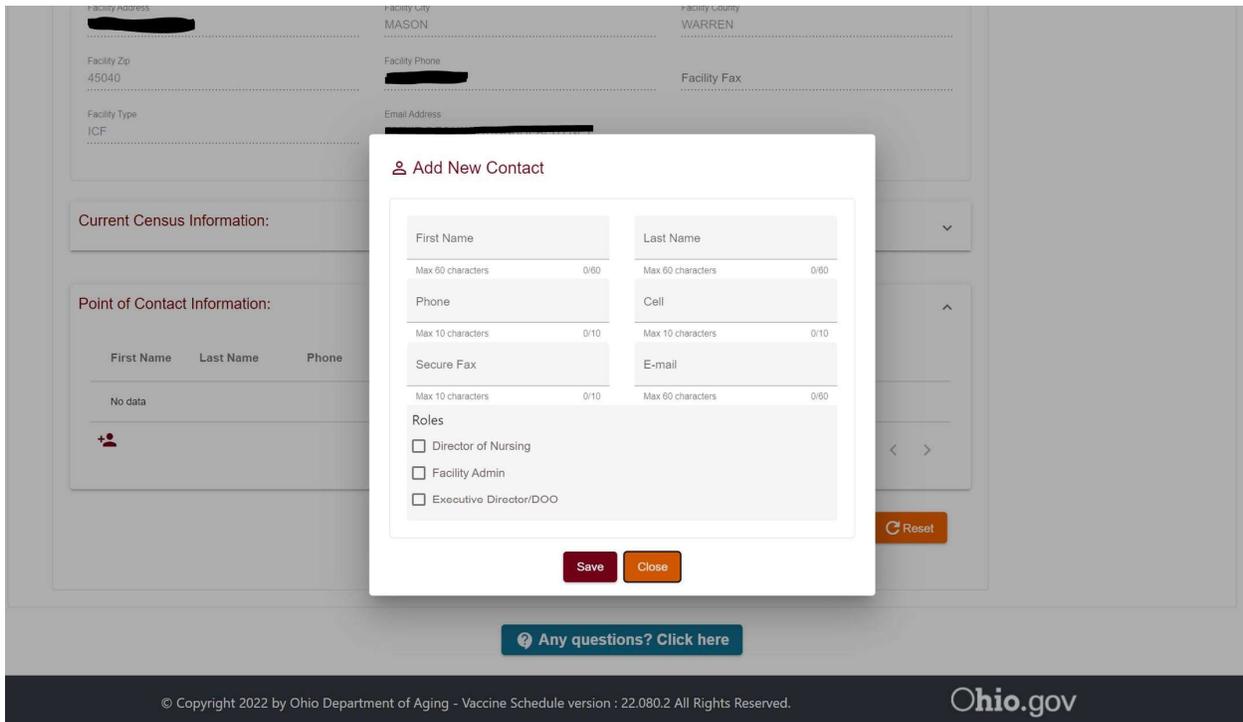
Items per page: 5 0 of 0 < >

By checking this box, you have verified your Facility Profile. [Reset](#)

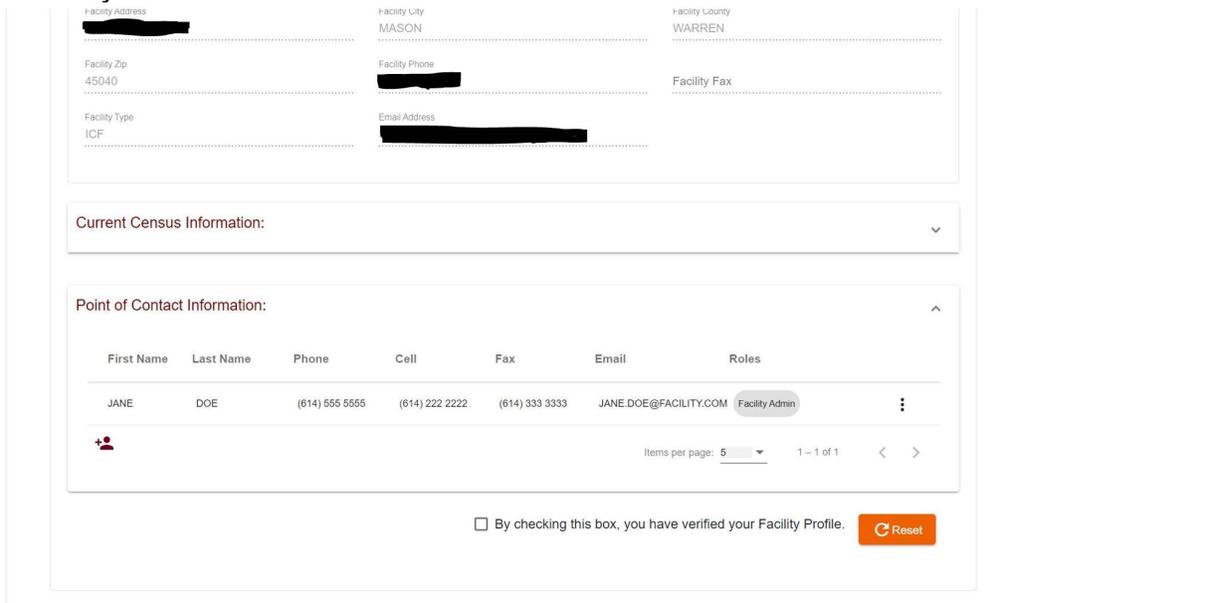
[Any questions? Click here](#)

The "Current Contact Information" is a required field. You MUST enter a contact person into this section before you will be able to proceed with your crisis staffing request. The person entered into this field MUST be the facility DON, Facility Administrator, Agency CEO, or Director of Operations.

In order to enter a contact person in this section, click on the  icon.



When you click on the icon, a new box will open allowing you to enter the contact person’s information. Click on the Save box at the bottom to save the contact person’s information. You may add multiple contacts by repeating this step if necessary.



After you have completed this section, you must click the box at the bottom to verify the accuracy of the Facility Profile.

First Name	Last Name	Phone	Cell	Fax	Roles
JANE	DOE	(614) 555 5555	(614) 222 2222	(614) 333 3333	Facility Admin

After doing so, you will get a pop-up confirming that the facility information has been updated. Click "Ok" to proceed.

COVID-19 Care Portal Profile Updated On Mar, 23 2022 12:12:14

- Facility Profile
- Crisis Staffing Request
- No request found

- Facility Profile
- Crisis Staffing Request
- Crisis Staffing Request

This will take you back to the Main Menu where you can proceed with the crisis staffing request by clicking on the "Crisis Staffing Response" link on the right side of the screen.

Crisis Staffing Request

Pre-Submission Considerations

Let's make sure you have exhausted the options available to you to help get you through your current staffing challenges. In order for a Crisis Staffing Request to be considered, you must first ensure your community has done everything possible, regardless of expense, to meet resident needs. If you choose to submit a Crisis Staffing Request - be prepared to discuss the effectiveness of these approaches.

Check to confirm which of the following options you have implemented:

Ohio Nursing Resource

The following nurses have expressed an interest in working in your region to assist DODD facilities in need of nurses. In order to contract with any of these individuals, you will need to contact them directly to enter into a formal arrangement [DODD Nursing List](#)

Agency Staffing

Your facility has contacted local and [statewide staffing agencies](#) and can confirm they are unable to provide the crisis staffing assistance that is needed.

Corporate Assistance

If your facility is part of a corporation or chain, corporate staff have been engaged in solutioning the current crisis. Corporate staff should be scheduled to work needed shifts; staff from other corporate entities should be leveraged.

Agency Capacity

Your facility has evaluated existing vacancies and capacity within other settings operated by the agency and has submitted rule waiver requests to the Ohio Department of Developmental Disabilities

Managers and Supervisors Providing Direct Care

Your facility should be fully utilizing all existing staff regardless of role including: utilizing nursing managers and supervisors to provide direct care to meet residents needs; utilizing other staff not generally considered direct care to meeting resident needs.

Main Menu

Facility Profile

> Crisis Staffing Reques

Crisis Staffing Request I

This will take you to the crisis staffing response request page. You must, under the Pre-Submission Considerations, read, review, and attest that your facility has followed the DODD Regional Residential Crisis Support process by looking within your current organization for resources, contacted the local county board for access to support and resources, and engaged with the DODD Provider Resources and Support team prior to submitting your request. Many of the statements in this section provide links to valuable resources that you may find beneficial in addressing your current staffing needs. You must mark each action you have taken and verify that you have utilized the attached resources to try to meet your needs.

Workforce acquisition and retention strategies have been fully implemented
Your facility has evaluated and confirmed it is offering competitive wages and staff benefits; has implemented bonuses (e.g. performance, one time, longevity, retention), is supporting flexible scheduling and other workforce engagement techniques.

CDC Crisis Staffing Guidance Implemented
Facility has fully implemented current CDC crisis staffing guidance ([CDC Staffing Guidance Link](#)); including in a crisis staffing situation, the facility has created a COVID-19 unit utilizing asymptomatic staff to provide necessary services

Local Resources
Your facility has reached out to the County Board of Developmental Disabilities to explore available local resources [CB Provider Support Liaisons](#)

Please describe all other options that your facility has explored:

My facility's current COVID Care Center profile is accurate

My facility has made all reasonable efforts to implement the pre-submission considerations; AND I need to submit a Crisis Staffing Request (CSR) at this time

Crisis Staffing Request

Request history ▼

Any questions? [Click here](#)

Once you have answered the Pre-Submission Consideration statements, you must click the box that states you have verified your Facility Profile and the box that attests that you have made all reasonable efforts to implement the pre-submission considerations before you can proceed.

Crisis Staffing Request

Pre-Submission Considerations

Crisis Staffing Request

In order to adequately assess your request please provide the following details specific to your facility:

Yes No

Are you in outbreak status?

Resident:

What % of Residents are currently in isolation for COVID?

Positive Cases in last 5 days?

Pending Cases?

Staff:

[Main Menu](#)

[Facility Profile](#)

> Crisis Staffing Reques

[Crisis Staffing Request I](#)

Once you have clicked the two required attestation boxes, you can then move on to the next section, which will automatically open for you. In this section, you are going to answer the questions to describe your current situation and what staffing assistance you need to address your staffing crisis.

Staff:		
What % of your clinical and dietary staff are currently excluded from working?	<input type="text"/>	
	# positive Cases	Est return to work date
Nurse Positive Cases in last 5 days?	<input type="text"/>	<input type="text"/>
DSP positive cases in last 5 days?	<input type="text"/>	<input type="text"/>
Therapy positive cases in last 5 days?	<input type="text"/>	<input type="text"/>
Other staff positive cases in last 5 days?	<input type="text"/>	<input type="text"/>

Yes No **Have you stopped admitting new residents?**

Over the past 24 hours have you had concerns that your facility may be unable to (check all that apply):

- Adminster medications
- Provide basic Active Treatment needs including supervision levels, personal care assistance and appropriate dietary services.
- Assess and monitor change in condition
- Provide toileting and incontinence care
- Implement Behavioral Interventions
- Administer MAB therapy, or administer antivirals/monitor

You must answer each question in order to proceed.

Yes No **Do you have a designated COVID unit?**

Provide additional information relative to your staffing crisis:

Additional information

Yes No **Implement Behavioral Support**

Yes No **Are medications passed by an RN or LPN in this facility?**

Define the critical strike team positions needed:

Role	Shift	Hours	Days
<input type="radio"/> STNA/DSP <input type="radio"/> RN <input type="radio"/> LPN <input type="radio"/> Other-Dietary <input type="radio"/> Other-Universal Worker	Select shift	From — To	Days

part of a corporation or chain? If yes, corporate or chain name?

Name of Corporation:

Point of Contact:

Point of Contact Phone Number:

The most important part of this section is the section that asks you to define the critical strike team positions needed. Here you can select the type of staffing position you need filled: RN, LPN, DSP/STNA, Dietary, or Universal Worker.

Once you select the type of staff position needed, you will identify the shift, hours, and number of days needed. The maximum number of days for a strike team assignment is five days. You must do one entry for each strike team member needed. You can add additional strike team positions to your request by clicking on the plus icon.

What documentation system(s) is utilized?

Specify documentation system(s) *

Crisis Staffing Points of Contact:

Primary Facility Point of Contact for Crisis Staffing

Name *	Email *
Role *	Cell Phone *

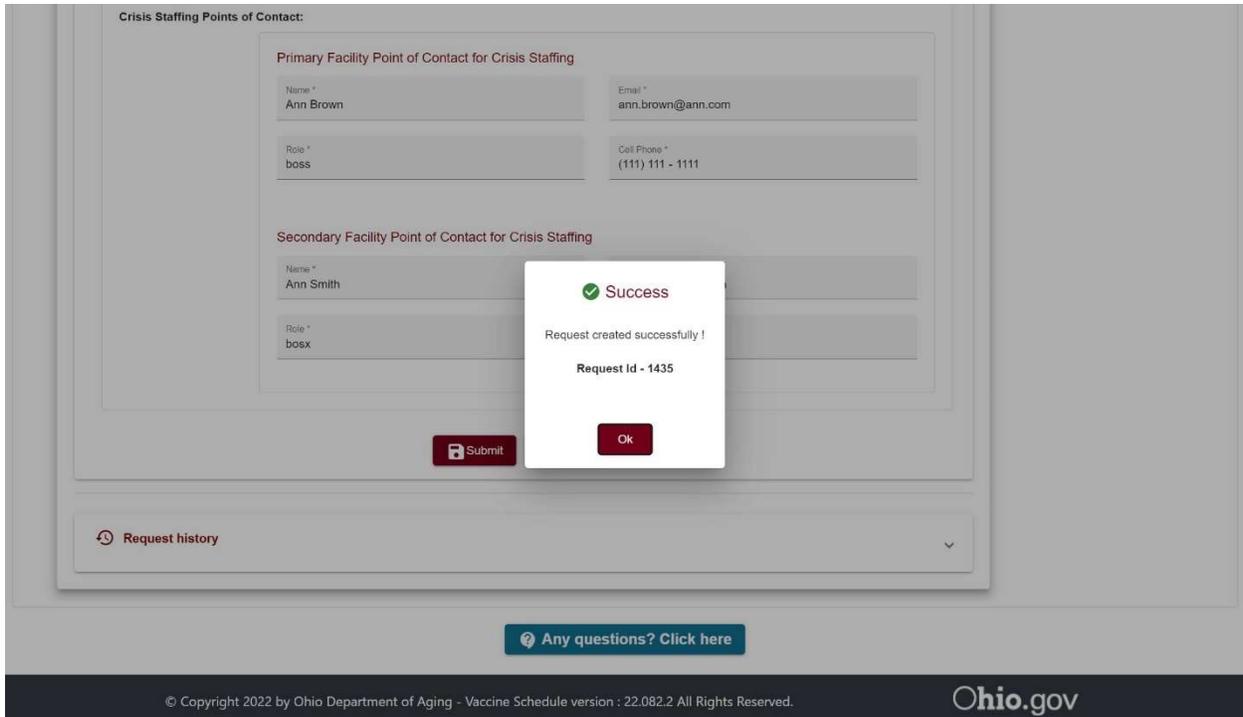
Secondary Facility Point of Contact for Crisis Staffing

Name *	Email *
Role *	Cell Phone *

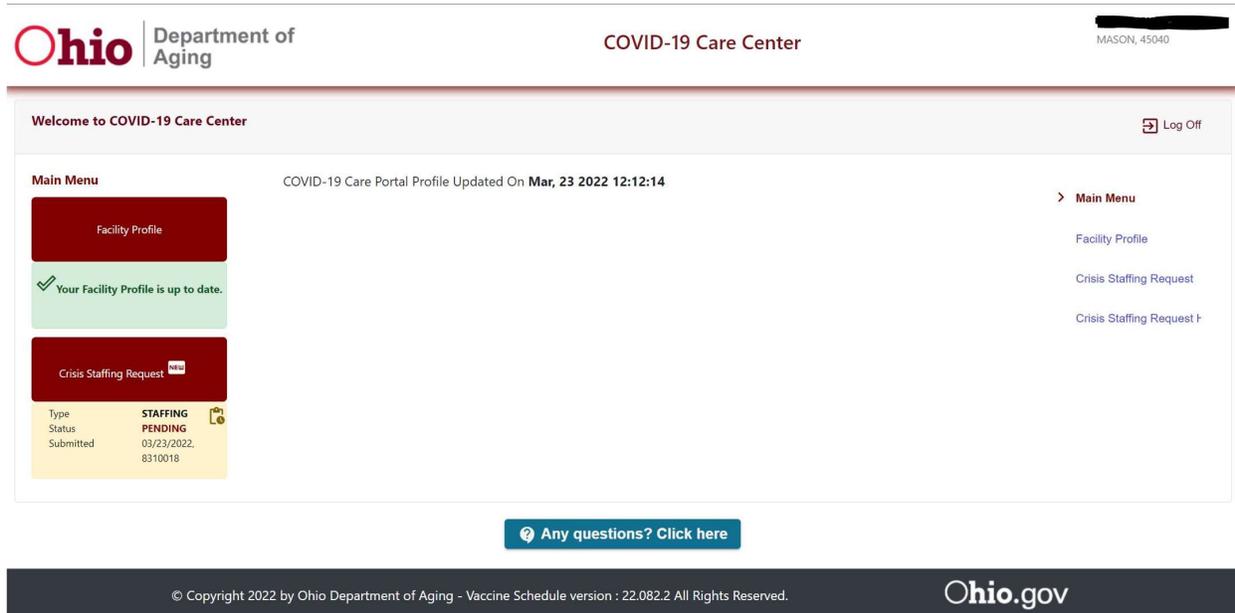
[Submit](#) [Reset](#)

[Request history](#)

The "Crisis Staffing Points of Contacts" section is REQUIRED. You will not be able to submit your request without filling out this section with the names and contact details of two people associated with the facility who can respond to calls from DODD or ODA as they are setting up the crisis staffing assignment.



Once you click on Submit, you will get a pop-up verifying that your crisis staffing request has successfully been submitted. This will also trigger emails from the system notifying you of the status of your crisis staffing request. These will go to the email address identified for the Crisis Staffing Points of Contact.



You will automatically be sent back to the Main Menu screen where you will now see on the left side, your current crisis staffing request and the status of that request. You

can also click on the link on the right side of the page called "Crisis Staffing Request History", to see the status of the current and any previous requests.

The screenshot shows the Ohio Department of Aging COVID-19 Care Center interface. The header includes the Ohio Department of Aging logo, the text "COVID-19 Care Center", and the location "MASON, 45040". The main content area is titled "Welcome to COVID-19 Care Center" and features a "Crisis Staffing Request History" table. The table has columns for Id, Type, Requester, Status, Submitted by, Submitted on, and Completed by. A single row is visible with the following data: Id: 1435, Type: STAFFING, Requester: BROOKSIDE, Status: PENDING, Submitted by: 8310018, Submitted on: Mar 23, 2022. Below the table are a "Refresh" button, a pagination control showing "Items per page: 5" and "1 - 1 of 1", and a "Log Off" button. A sidebar on the right contains a "Main Menu" with links for "Facility Profile", "Crisis Staffing Request", and "Crisis Staffing Request" (highlighted). A blue button at the bottom center says "Any questions? Click here". The footer contains the copyright notice "© Copyright 2022 by Ohio Department of Aging - Vaccine Schedule version : 22.082.2 All Rights Reserved." and the "Ohio.gov" logo.

Id	Type	Requester	Status	Submitted by	Submitted on	Completed by	Completed by
1435	STAFFING	BROOKSIDE	PENDING	8310018	Mar 23, 2022		

You can also click on the link on the right side of the page called "Crisis Staffing Request History", to see the status of the current and any previous requests. Once your crisis staffing request has been sent in, you need to be monitoring your email and your phone for correspondence related to your request. These notifications will inform you of the status of your request, whether your request has been approved, what vendor will be assigned to your request, and will be used to contact you to set up the Initiation Briefing Meeting where you will meet with a representative of the vendor and DODD to coordinate the strike team arrival. Finally, facilities should be aware that a DODD staff person will be reaching out to the identified facility contact at least once each day during a strike team assignment to ensure that the facility is actively working towards a solution to the staffing crisis and that the strike team services are occurring and meeting the identified needs of the facility.

Thank you and questions about this process may be directed to Ann Weisent, DODD Provider Resources and Support Manager at ann.weisent@dodd.ohio.gov.